

# Knowledge Services State of Indiana Managed Service Provider (MSP) Program Leveraging the MSP Contract

## Agenda



- What is the ONE Indiana Initiative
- Value of Using a State Procured Contract
- State of Indiana MSP Program Overview
- Benefits of the MSP Program
- Who can Use the MSP Cooperative Agreement
- How to Utilize the State Contract

#### What is the ONE Indiana Initiative



The ONE Indiana Initiative allows local government entities to leverage the purchasing power and obtain benefits in pricing, product quality and contract process efficiencies from State negotiated QPA's.

#### Four Goals:

- Identify and improve the ways Indiana government buys goods and services.
- Identify and create savings for taxpayers by lowering prices and achieving better value on commonly purchased goods and services through effectively leveraging the state's purchasing volume.
- Evaluate specifications of goods and services being bought to ensure the optimal use of state dollars.
- Transfer knowledge to state procurement professional in procurement best practices.

## Value of Using State of Indiana Contracts



- Convenience, instead of seeking quotes, bids or proposals, Entities can select procured services or products from the One Indiana initiative
- Use the State's buying power to save money by using contracts that have already been procured, negotiated and awarded
- Smaller cities, counties and governmental entities may not have the staff resources to dedicate to researching and verifying preferable purchasing; entering into cooperative State agreements maximizes staff resources and avoids repeating research

#### Value of Using State of Indiana Contracts, cont'd.



- Save time by optimizing procurement officials time for other contracts and tasks
- Realize supplier diversity initiatives
- Citizens benefit from cooperative procurement through lower cost of government, better use of resources and more efficient government operations

## State of Indiana MSP Program Overview



- As the Managed Service Program (MSP) Provider, Knowledge Services takes on the primary responsibilities for managing the State's Contingent/Temporary/Contractor Workforce Program, IT Project Work (<\$500k annually) and Vendors
- dotStaff™ is Knowledge Services' Vendor Management System (VMS), which is an Internet-enabled Workforce and Project sourcing, timekeeping, milestone and invoicing application that enables us to procure and manage a wide range of Contingent/Temporary/Contract and Project resources and services in accordance with the State's processes and rules

#### Knowledge Services' MSP Program Overview



#### State of Indiana



Managed Services Program (MSP)

Contractors/Temporary Workers

Project/Services Based

#### Recruited Temporary Worker Program

- Contractors/Temporary Workers Recruited by Vendor Network in the Following State Programs
- IT
- Admin./Clerical
  - Accounting
  - o Finance
  - General Labor, etc,
- Medical
  - LPNs, RNs, CNAs, etc.
  - o Respiratory Therapists
  - o Locum Tenens

#### Selected Resources Program(SRP)

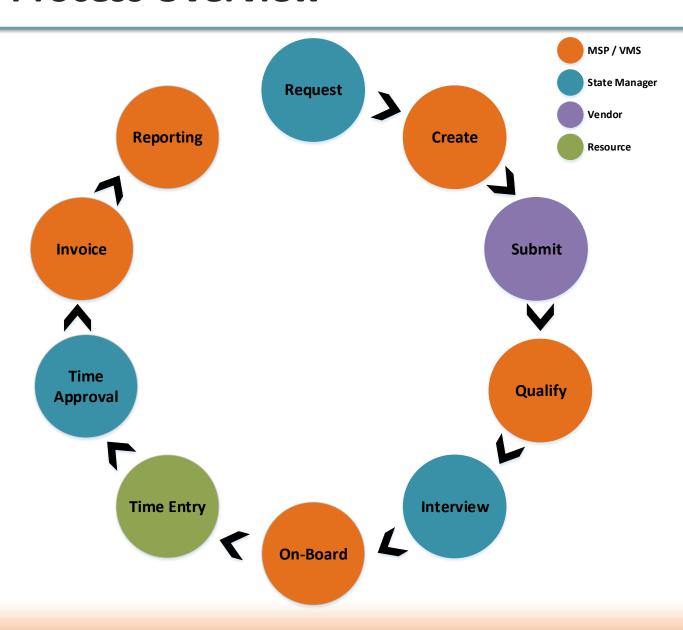
- No Recruitment From Vendor Network Required
- KS Manages, Onboards, and Becomes Employer of Record
- KS Validates IC's/1099s per IRS
   Guidelines and Becomes Agent of Record (Compliance & Risk Mitigation)
- Rate Structure Varies From Rate Card and Provides Additional Cost Savings to State

#### Project Based/Statement of Work (SOW)

- Project Must Be Less Than \$500k
- Short term: project must be less than 12 months in original scope
- Milestone / Deliverable
- Time and Materials
- Fixed-bid

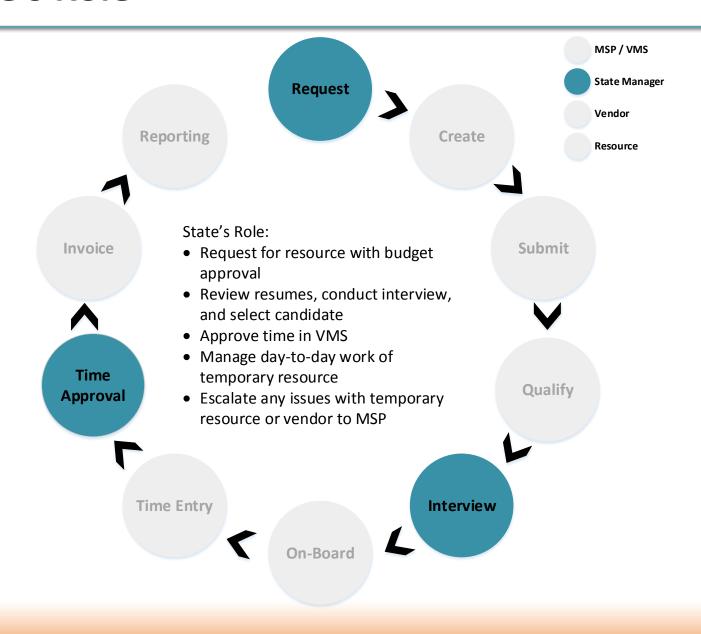
#### **MSP Process Overview**





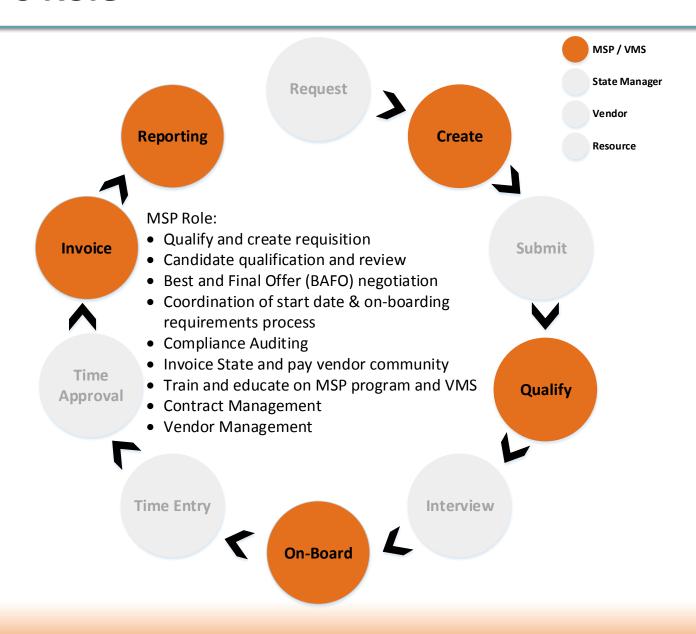
#### State's Role





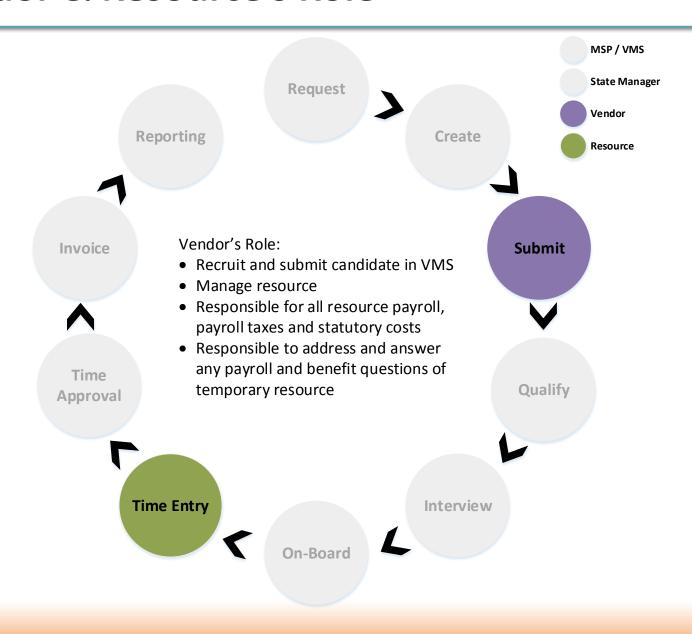
#### MSP's Role





#### **Vendor & Resource's Role**





## Benefits of the MSP Program



- Hard Dollar Savings due to competitive bidding (\$42.5MM since 2009)
- No Capital Expenditure
- Soft Dollar Savings due to reduction in administrative duties, compliance and risk mitigation
- Risk mitigation including co-employment, liability, background checks, insurance, IC validation, double billing, etc.
- Greater compliance in background check process
- Consolidated invoicing & single accounts payable vehicle
- Employment statutory costs and risk mitigated

## Benefits of the MSP, cont'd



- Business Intelligence Reporting
- Single Point of Contact for Issue Management and Resolution
- Improved Participation & Spend with Indiana, M/WBE & VBE Vendors
- Single contract vehicle

## Manager Benefits



- Workforce Management Consultation
- Single point of contact for all procurement lifecycle of the Temporary Resource / Project
- Single Point of Contact for Issue Management and Resolution
- Pre-screening resumes for State Managers
- Continued Vendor Relationship
- Streamlined processes and efficacies resulting in higher quality and more timely resource/project fulfillment
- Low cost option for pre-identified Resources (SRP)

#### **MSP Vendor Network Benefits**



- Clearer requirements as the MSP works with the Entity to identify and articulate expectations
- Competition; greater quantity of opportunities
- Maintain relationships with Managers
- Business Intelligence Reporting
- Single Point of Contact for Issue Management and Resolution
- !mproved Participation & Spend with Indiana, M/WB & VBE Vendors
- Vendor roundtables, weekly requisition update calls/reports and facilitation of State manager meetings
- Opportunity to expand business through other Knowledge Service programs

#### Who Can Utilize the State's MSP Contract



- Cities
- Towns
- Counties
- Higher Education
- Public Education
- Cooperatives
- Quasi-government Agencies

#### How to Utilize the State's MSP Contract



- Contact Knowledge Services
  - KS will gather necessary information
  - Review Requirements Unique to the Entity
  - Invite Current Vendors and add vendors specific to the Entity, as needed
  - Establish invoicing requirements



# **DISCUSSION AND QUESTIONS**

